



ALLEGHENY COUNTY

ALWAYS INSPIRING



2017 HIGHLIGHTS

COUNTY OF



ALLEGHENY

RICH FITZGERALD
COUNTY EXECUTIVE

To: Rich Fitzgerald, Allegheny County Executive

From: William McKain CPA, Allegheny County Manager

Date: February 15, 2018

Re: 2017 Allegheny County Highlights Report

cc: Jennifer Liptak, County Executive Chief of Staff
Barbara Parees, Deputy County Manager
Stephen Pilarski, Deputy County Manager
Andréa Stanford, Assistant County Manager

This report is a collection of major accomplishments over the past year for each of the Executive Branch departments. The highlighted activities represent continual efforts by the departments to improve their processes and the quality of services they provide to the residents of Allegheny County. Some of the more notable accomplishments are reflected below.

Our Public Works Department paved a total of 61 miles of roads in 2017, three more miles than in 2016, and nearly three times the previous eight-year average of 21 miles. The first of the three Sister Bridges rehabilitation projects – the Andy Warhol Bridge - was successfully completed in 2017. The Facilities Management Department managed 21 major projects during the year, including the South Park ice rink facilities redesign and construction (opened January 2018).

County residents are enjoying our beautiful parks in record numbers, at Parks Department programs, special events, shelter and facility rentals, and passive recreational activities. The Parks Department continued to expand and improve its program offerings, and saw an 81% increase in attendance from 2016 to 2017. Our Marketing and Special Events programming proved to be extremely popular in 2017, with over 220,000 attendees at 82 events. In addition, this team arranged for 38 weddings at various County facilities.

County departments charged with enhancing public safety continued to respond to incidents and improve efficiency and effectiveness. The County Police began 24-hour police protection services to the Borough of Wilmerding in 2017, and responded to 3,000 incidents there during the year. Allegheny County Emergency Services received more than 1.2 million 9-1-1 calls for service and completed 361 fire scene investigations. The McKeesport Kane Regional Center opened a 45-bed

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Memory Care Unit to meet the growing needs of county residents. Celebrating its 20-year anniversary in 2017, the Department of Human Services (DHS) continues to serve one of every six county residents across its spectrum of services for vulnerable populations. DHS received national recognition for its work in predictive analytics to appropriately screen child welfare calls. The County Health Department continues to be a leader in public health initiatives by requiring universal testing of children for lead based paint poisoning, and releasing the results of 2016 Health Survey, which showed significant improvements in smoking cessation and other key health indicators.

Departments that support the general operations of County government continued to explore and implement methods of working better, faster and at lower cost. One example is the Administrative Services Department, which led the formation of a purchasing consortium with the Airport Authority, Port Authority, CCAC, Allegheny County Housing Authority, ALCOSAN, Sports and Exhibition Authority and City of Pittsburgh. In 2017, the consortium was able to save 38% on elevator maintenance costs.

Due to their impressive work standards and accomplishments, several County departments achieved hard-earned accreditation status for their respective fields of work: the Health Department (Public Health Accreditation Board); Allegheny County Jail (American Correctional Association); Public Works (American Public Works Association); and Department of Human Services - Area Agency on Aging (National Committee on Quality Assurance).

Thank you for your vision and leadership as we continue to provide enhanced services that our residents expect and deserve.

CONTENTS

	Page
HEALTH AND WELFARE	2
Health	3
Human Services	6
Kane Regional Centers	9
Shuman Center	11
PUBLIC SAFETY	13
Allegheny County Jail	14
Emergency Services	16
Medical Examiner	18
Police	20
PHYSICAL INFRASTRUCTURE	22
Facilities Management	23
Parks	25
Public Works	28
COUNTY ADMINISTRATION AND GENERAL GOVERNMENT	30
Administrative Services	31
Budget and Finance	34
CountyStat	35
Court Records	36
Economic Development	37
Human Resources	39
Minority, Women and Disadvantaged Business Enterprise	41
Public Defender	42



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Health and Welfare

Health

The Health Department's operations range from Air Quality protection to Women, Infants, and Children's nutrition enrollment. The Department has been conducting effective programming to protect and improve residents' health and wellbeing for 60 years. Significant progress has been made in preventing infectious diseases, lowering infant mortality, safeguarding the environment, and in dealing with new and emerging threats from opioid misuse, obesity, environmental lead, HIV, MRSA, pandemic influenza and bioterrorism.

In 2017, the Health Department received nationwide accreditation status from the Public Health Accreditation Board, a designation shared by only 211 departments out of more than 3,000 across the country.

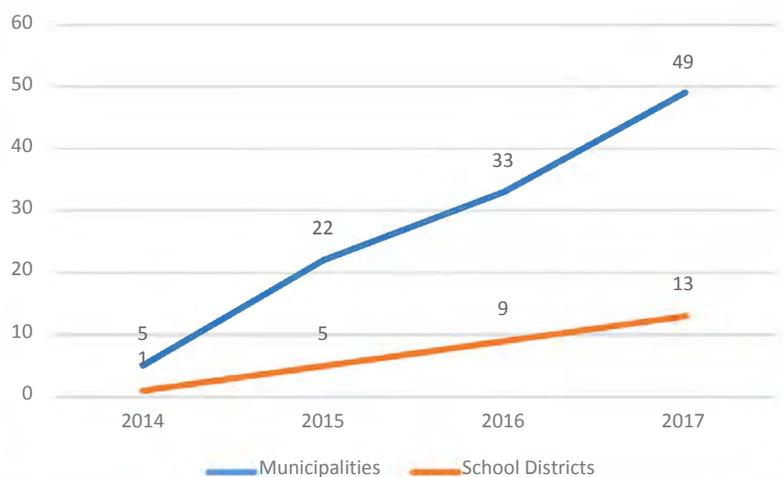
2,500+

Dispensed 2,535 naloxone (overdose reversal medication) kits and trained 2,101 individuals in overdose prevention.

Live Well Allegheny Communities and School Districts



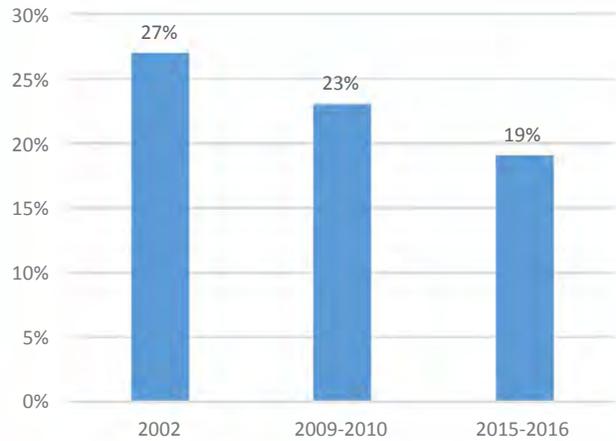
Live Well Allegheny Participation



The Live Well Allegheny initiative expanded to 49 municipalities and 13 school districts in 2017. Total participation now includes over 700,000 residents and 53,000 students.

Published in April 2017, the 2016 Allegheny County Health Survey is a comprehensive look at health behaviors and outcomes across all of Allegheny County. More than 9,000 county residents took part in the survey that asked questions ranging from lifestyle factors to prevalence of chronic conditions.

Cigarette Smoking Rates
ACHD Health Survey

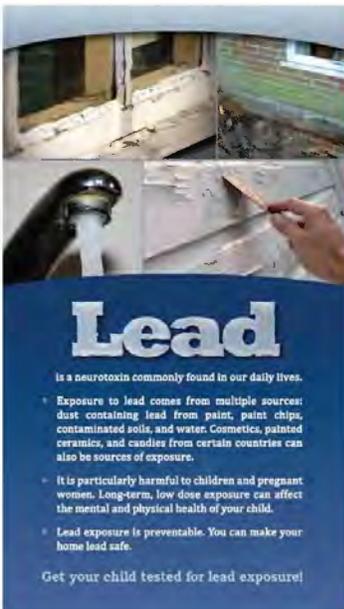


+4%

Increase in colon cancer screenings

48%

Allegheny County adults reported getting a flu shot in the last year



In 2017, the County passed Universal Lead Testing regulation and started a campaign to raise awareness of lead testing and exposure prevention. In addition, the Housing and Community Environment Program conducted comprehensive lead based investigations for residences with children with confirmed elevated blood levels $\geq 10\mu\text{g}/\text{dL}$ and almost doubled the numbers of inspections from the prior year. In July of 2017, ACHD began providing outreach and education on mitigating the risk of harmful lead exposure for families of children with confirmed elevated blood lead levels $\geq 5\mu\text{g}/\text{dL}$ - $9\mu\text{g}/\text{dL}$.

42,000+

30,327 plumbing inspections completed - a 7% increase from 2016 - and 11,887 Food Safety Inspections conducted on approximately 9,000 facilities. The food safety program also improved inspection completion time by 20%.

The Home Visiting program provides support and resources to families from pregnancy through school age. In 2017, it served over 700 people and conducted **3,945** home visits. An Open Door marketing campaign helped increase awareness of the program and expand the reach in target communities.



The **360** Health Department employees include:

- Public Health Educators
- Disease Investigators
- Epidemiologists and Statisticians
- Community Resource and Outreach Coordinators
- Public Health Nurses
- Environmental Engineers and Technicians
- Environmental and Policy Attorneys
- Food Safety, Housing, Water, Plumbing Inspectors
- Microbiologists
- Lab Technicians
- Logistical Support
- Dental Healthcare Workers
- Nutritionists
- Administrators and Support Staff

Human Services

The Department of Human Services (DHS) provides a wide range of services to County residents, particularly the most vulnerable, including:

- mental health
- drug and alcohol
- child protective
- at-risk child development and education
- assistance to older adults
- emergency shelters and housing for the homeless
- non-emergency medical transportation

DHS' total budget for fiscal year 2017 was \$867.3 million, including money from 138 funding streams. Services were rendered via 940 county staff positions and through 417 contracted service provider agencies.

The Area Agency on Aging received full accreditation for case management for long term services and supports from the National Committee on Quality Assurance (NCQA).

The Stand Together project was honored with a 2017 "Best in Category" Achievement Award in Human Services from the National Association of Counties (NACo). Created in 2013, Stand Together is an educational initiative designed to reduce the stigma of mental illness.

20
Years

In 2017, the Department of Human Services celebrated 20 years of service as an integrated human service system.

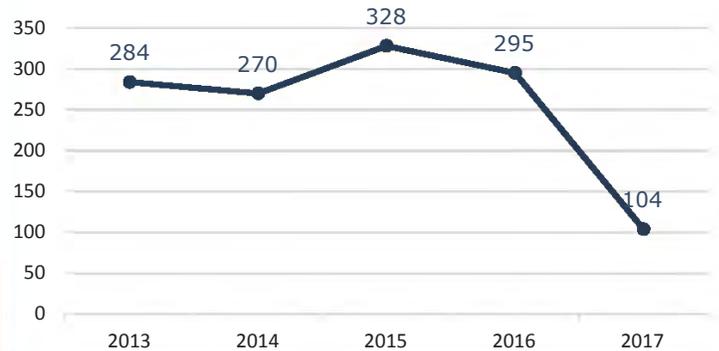
1 in 6

Allegheny County Residents Served

Approximately 200,000 residents were served in 1,700 programs.

By adding new providers and setting a benchmark for existing providers, the Department was able to reduce the number of seniors unable to obtain housing supports due to advanced needs by 68%, from a high of 328 in 2015, to 104 in 2017.

Seniors Unable to Obtain Housing Supports Due to Advanced Needs



15,748

clients received

710,406

trips via mass transit, paratransit, and mileage reimbursement in the department's Medical Assistance Transportation Program.



The Medical Assistance Transportation Program launched a rideshare pilot program in September 2017 to explore how transportation network companies may complement existing services.

The Area Agency on Aging reduced wait times for assessments, which allows services to begin quickly.

Days Until Referred Seniors are Assessed for Help



**Number of Youth in Congregate Care
(2013-2017)**



Congregate care provides 24-hour supervision in a highly structured setting. The Department has greatly reduced the number of youth in congregate care recognizing that youth who are removed from their homes thrive best in family settings.

39,361

Calls, Letters, and Walk-In Visits Handled by Allegheny Link

Number of Allegheny Link Requests



Allegheny Link connects individuals in need of aging, disability and homeless services with available resources to maintain their independence and quality of life. Beginning in 2015, adding services for the homeless and those at risk of becoming homeless to Allegheny Link resulted in a three-fold increase in the use of Link. Total requests for services through Link continue to rise.

In 2017, the Allegheny Family Screening Tool, a predictive-risk modeling tool created to improve child welfare call screening decisions, received national attention, drawing interest from other jurisdictions around the country, inquiries by national media like the New York Times, and published analysis from foundations and governmental publications including Casey Foundation and the U.S. Department of Health and Human Services.

Kane Regional Centers

The four Kane Regional Centers are skilled nursing facilities caring for older adults and patients undergoing rehabilitation. The Kane Centers have a combined 1,166 beds, employ 1,100 budgeted staff, and manage a \$107M operating budget.

1,962
Residents Served

\$101,600
Raised for the Kane
Foundation

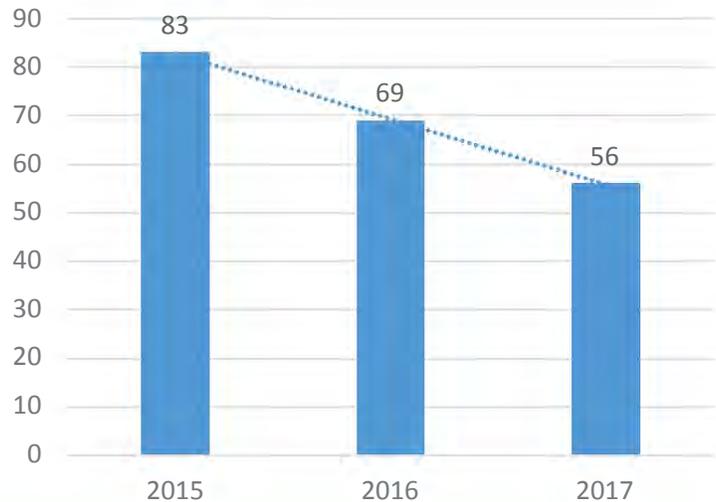


In December of 2017, Kane Glen Hazel, in conjunction with UPMC Western Psychiatric Institute and Clinic, opened a specialty behavioral health unit that can serve up to 45 residents. Kane plans to become the premier provider of high quality dementia and behavioral services.



The number of people readmitted to the hospital within 30 days of discharge, an important quality of care indicator, has been reduced at the Kane Centers by 17% between 2015 and 2017. Training and quality initiatives are ongoing to continue improvements in this area.

30 Day Hospital Readmissions



In 2017 the Kane Centers agreed to pilot the use of RistCall devices—a comprehensive wearable nurse call bell system focused on improving resident safety, satisfaction and quality of care.

Kane Centers are considered leaders in delivering high-quality behavioral and memory care in Specialty Units. Kane is offering more specialty units to meet the needs of county residents.

Resident Days in Specialty Behavioral Health & Memory Care Units



Shuman Center

Shuman Center is the juvenile detention facility for the Allegheny Court system and provides secure custody and temporary care for youths awaiting court disposition or transfer to another jurisdiction or agency. The department has 124 employees and a \$10.4M annual operating budget.



1,613

2017 Admissions

59

2017 Average Daily
Population



Shuman provides multiple training programs for both staff and residents to create a safer environment:

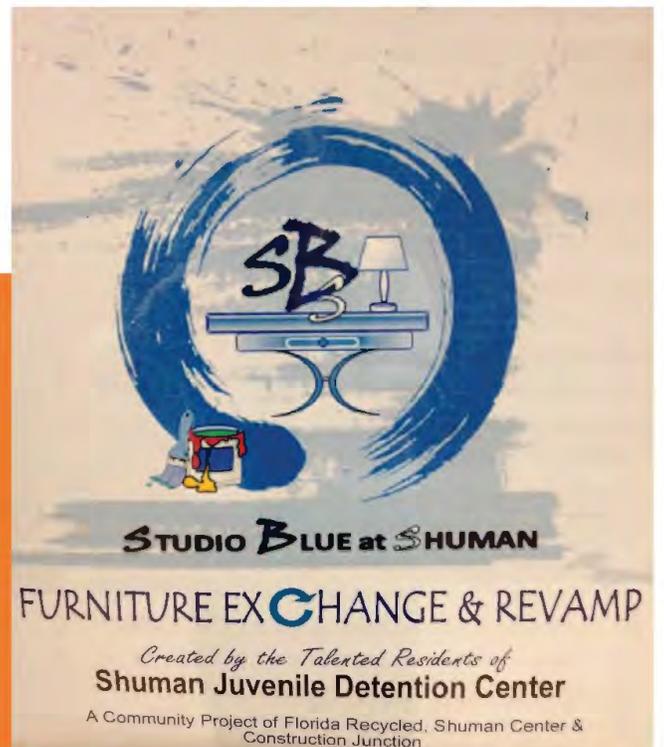
- Center for Victims of Violent Crime and Trauma Informed Care
- Cultural and Environmental Change
- Therapeutic Crisis Intervention
- Dignity & Respect

Resident services provided in 2017 include:

- *Safe Serve* certification to train residents to work in the food service industry
- Online classes provided Community College of Allegheny County
- Mentoring through *1Hood Media*
- Hands-on projects and themed learning following the STEM learning model
- Daily school classroom education is provided by the Allegheny Intermediate Unit.



Shuman Center continued its *Studio Blue at Shuman* partnership with Ms. Gerry Florida, Construction Junction, Craftsmen's Guild of Pittsburgh, and the Port Authority of Allegheny County. Through this collaboration, Shuman residents refurbish and decorate donated old furniture that is then sold at local outlets. Proceeds are split between the donor organizations and local charities.





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Public Safety

Allegheny County Jail

The Allegheny County Jail provides care, custody, and control of persons incarcerated. In addition, the Jail works to increase public safety and reduce recidivism through programs that help persons reenter and succeed in society. The department has 617 employees and a \$78.5M annual operating budget.

American Correctional Association (ACA) Accreditation

The ACA audit of the jail was conducted in November 2017 and accreditation awarded in January 2018. The Allegheny County Jail is one of only two county jails to receive this accreditation in Pennsylvania.

2,352

2017 Average Daily Population

1,019

Inmates Placed in Alternative Housing Programs

38

Inmates Successfully Obtained a High School Equivalency Diploma

719

Inmates Received Substance Use Services

The Jail partnered with the Department of Human Services to implement a Vivitrol pilot program which provides medication-assisted treatment to inmates with alcohol and/or opiate use disorders. The Jail also continued a partnership with the Department of Human Services and the Health Department to provide over 1,200 doses of naloxone to released inmates and connected them with supportive programs and services in the community to reduce the likelihood of overdose and/or recidivism.

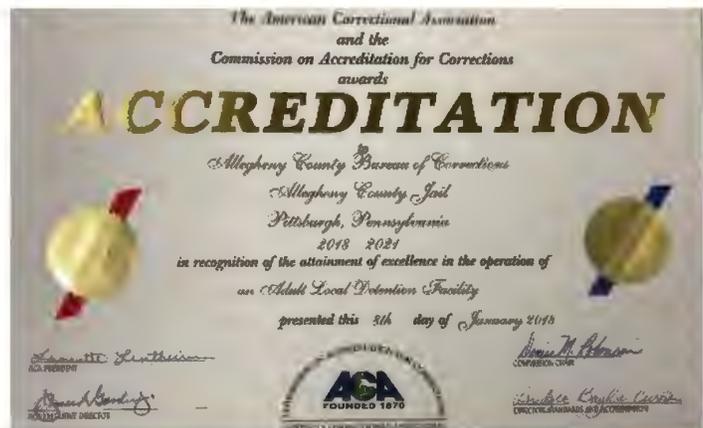


In July 2017, Allegheny County Jail Healthcare Services implemented an electronic health record system to improve service and continuity of care.

The American Correctional Association has published operational standards designed to enhance correctional practices for the benefit of inmates, staff, administrators, and the public. The standards interface with all aspects of operations, and the audit focused on specific areas, including safety, security, inmate discipline, food service, medical and mental health care, inmate programs, inmate rights, and administration and management.

99.3%

Overall Score from the American Correctional Association



100%

of 62 mandatory standards met

98.6%

of 323 non-mandatory standards met

Emergency Services

Emergency Services provides crucial support to residents and governments during emergencies and other events. The department has four divisions: Emergency Management, 9-1-1 Communications, Fire Marshal, and Fire Academy. The department's primary function is response coordination during emergencies and pre-planned events.

1,268,533

9-1-1 Calls for Service
+3.4% from 2016

631,865

Wireless Calls to 9-1-1
+4.1% from 2016

1,642

Text to 9-1-1 calls
completed in 2017

The 9-1-1 Communications and Emergency Management Divisions supported dozens of planned awareness events county wide.





The Fire Training Academy provided training and instruction to **6,279** students. The Allegheny County Fire Training Academy is the primary training resource for all fire and rescue departments within Allegheny County.

The Fire Marshal Division completed **361** fire scene investigations to determine cause and origin.



- **297 employees** in the 9-1-1 Division
- **10 employees** in the Fire Marshal Division
- **7 employees** in the Fire Academy
- **9 employees** in Emergency Management

Medical Examiner

The Office of the Medical Examiner performs autopsies for all criminal, accidental, or suspicious deaths in Allegheny County and evidence analysis for law enforcement, the judicial court system, and health and environmental agencies.

12,046

Forensic Lab cases
submitted

1,664

Autopsies performed
+1.4% from 2016

32,811

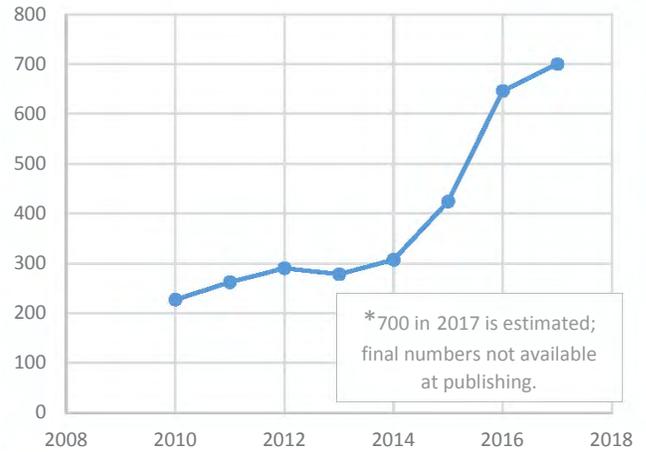
Items submitted to
Forensic Lab
+3% from 2016

10,302 deaths were reported in 2017, but only 1,664 required an autopsy. Autopsies are performed for homicides, suicides, accidental deaths, and all natural deaths that are sudden, unexpected or medically unattended.





Overdose Fatalities



The overdose crisis continued in 2017 with overdoses expected to exceed 2016 totals. The majority of overdoses were attributed to heroin and other opioids.

In 2017, the department planned and implemented a variety of process improvement projects, including case and item triage at intake.



- **37** Employees in Morgue Operations

- **51** Employees in Laboratory Operations

County Police

The County Police investigate serious crimes at municipal request as well as patrol County owned property, including all County parks and the airports.



55

SWAT Team Activations

3,413

Investigations

15,500

Trained through the
Police Academy

In summer 2017, Police
Headquarters moved to an updated
facility in Green Tree.





In 2017, the Allegheny County Police began providing police services to Wilmerding Borough. County Police were involved in responding to more than 3,000 events in 2017. The partnership has proved successful and will continue in 2018.

The Mobile Device Unit worked with 1,157 phones in 2017, up 30% from 2016. Also, the General Investigations unit added two Police Analysts to provide investigative support and implement smart policing initiatives.



- **73** Detectives in Investigative Units
- **83** Officers at Allegheny County Airports
- **45** Officers in Park and Wilmerding Divisions
- **7** Employees at the Training Academy



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Physical Infrastructure

Facilities Management

Facilities Management maintains County buildings, such as the County Courthouse, various office buildings, and facilities at the nine County parks. The Sustainability division works to engage County employees on sustainability makes energy and water savings improvements to the facilities. The department has 219 budgeted employees and a budget of \$21M.

27,399

Service Requests
Processed

9,724

Work Orders Completed

Allegheny County received the Green Workplace Top Performer Awards in the Large Municipal category and Top Water Saver. The County also implemented an upgraded recycling program, resulting in a recycling rate increase of between 18% and 224% at the County Office Building, Health Department building, and Medical Examiner's Office.

Sustainability Office: Employees Engaged



0 100 200 300 400

13

Green Workplace
Challenge (GWC)
Awards



Facilities remodeled Courtroom 513, including repairing the damaged ceiling.



Facilities made ADA accessibility improvements like installing new sidewalk at the South Park dog park.

Building trades personnel in Facilities Management support all county departments in implementing their rehabilitation and construction plans. In 2017, key highlights included laying the foundation for the Northern Light sculpture, and installing sidewalks and ramps to make the County Parks facilities more accessible.

Parks

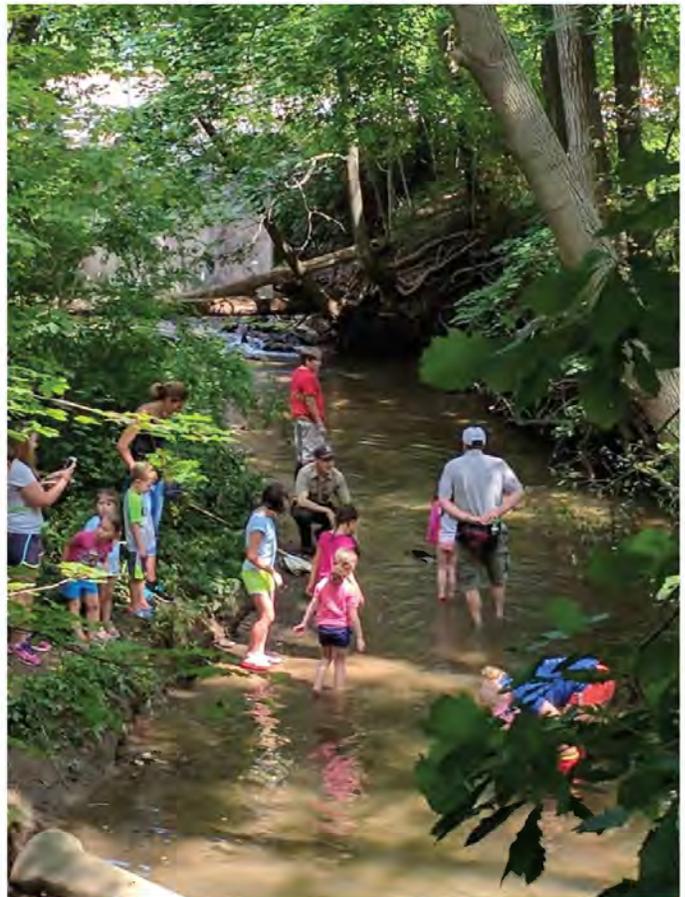
The Parks Department maintains nine County parks comprising 12,044 acres, with 181 miles of trail and 279 facilities available for rental. Within the parks, residents can enjoy many amenities, including two golf courses, four lifeguarded pools, two skating rinks, a ski slope, and more. The department also offers a wide variety of programs in the parks, including yoga and fitness classes, guided hikes, fishing lessons, sports clinics and environmental education classes. Parks has up to 141 employees during the year, and an operating budget of \$17M.

4,838

Park Ranger Outreach
Program Participants

8,275

Facility Rentals
56% Booked Online



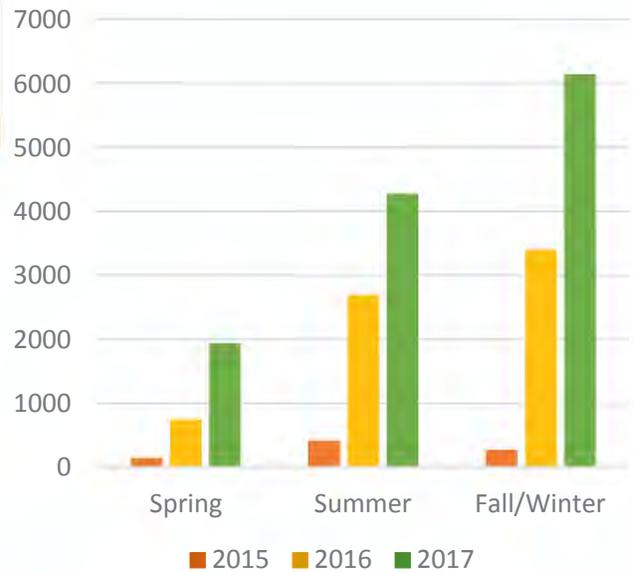
Park Rangers conducted 138 outreach events at schools and community centers around the county.

A new Forestry crew, formed in September 2017, removed 193 dead trees and daylighted 3,050 feet of road.



Attendance at park programs has increased every year since 2015. From 2016 to 2017, attendance increased 81%.

Park Program Attendance



Parks staff planted approximately 6,000 plants along the shoreline at the lower lakes in Deer Lakes Park, as well as approximately 1,000 flowers at Hartwood Acres garden when it was renovated in 2017.



Public Works

Public Works manages the physical infrastructure of Allegheny County, including 408 miles of road, 533 bridges, 10,191 storm sewer inlets, and over 20,000 road signs. The department currently manages 43 projects that are in design or construction. Public Works has a staff of 226 and an operating budget of \$27M.

61

Miles Paved

1,135

Road Signs Replaced

10

Bridge Projects Completed, Including Andy Warhol Bridge

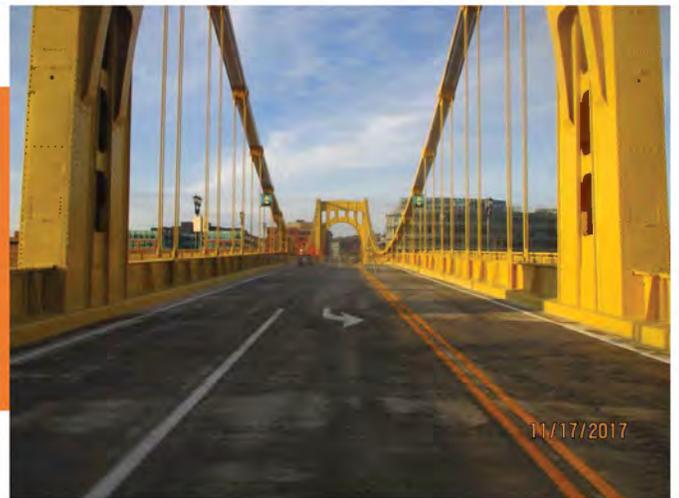


Storm drains keep our waterways clear from debris. Public Works crews inspected 9,998 storm drain inlets and cleaned 257 in 2017.



Public Works paved 61 miles of road in 2017, the highest total ever recorded.

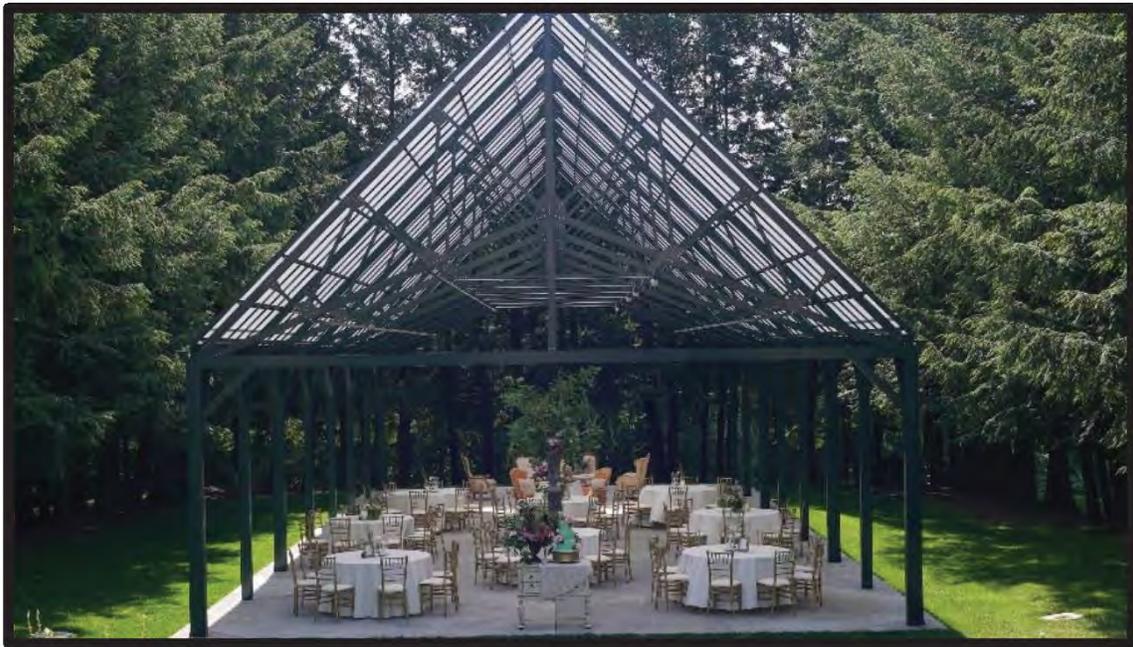
Public Works completed 10 bridge projects in 2017. The department is working diligently to reduce the number of structurally deficient bridges throughout Allegheny County. Engineers inspect approximately 35% of the 533 County-owned bridges per year.



Public Works line painting crew painted 213 miles on 162 roads in 2017.



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Administration and General Government

Administrative Services

Administrative Services houses 12 divisions, including Administration, Weights & Measures, Records Administration, Printing Services, Mailing Services, Elections, Computer Services, Property Assessments, Purchasing & Supplies, Marketing and Special Events, Veterans Services, and Real Estate. The department has 278 budgeted employees and a \$26M annual operating budget.

22,236

WEIGHTS & MEASURES
INSPECTIONS



Weights & Measures tested 11,065 gas pumps, 4,640 scales, and 2,302 parking meters in 2017. Parking meters must be inspected and tested on a five-year schedule, scales and fuel pumps every 18 months and price verification every 36-months. The approved and rejected stickers now have QR (quick reference) code so consumers can use their mobile device easily to contact Weights & Measures with concerns.



Marketing & Events ran 82 events in 2017, with a total attendance of 188,900 for concerts and 31,998 for other events. Beer sales were introduced to summer concerts for the first time.

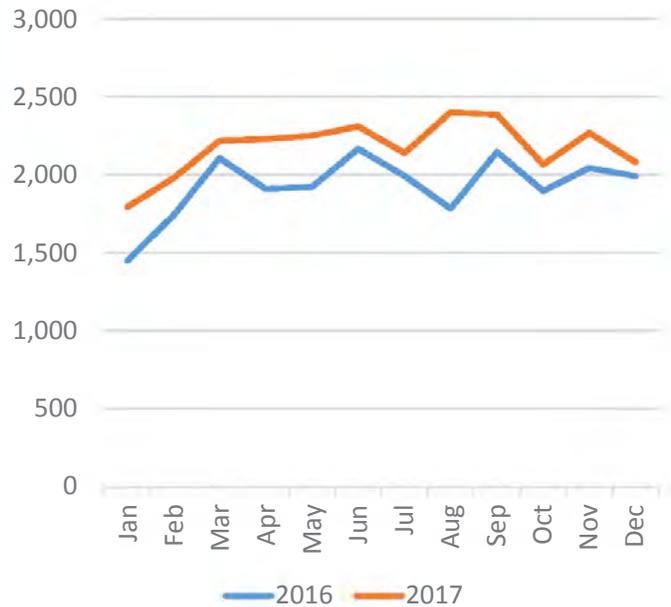


Marketing & Events restructured rental fees for the Courthouse, Family Division Courtyard and County Office Building Lobby, simplifying the marketing of the venues. In 2017, the division facilitated 38 weddings. The office also hosted the first-ever Courthouse Bridal & Event Showcase in partnership with Eventioneers Event Rentals. The event drew more than 150 visitors and included 29 local vendors.



More residents are taking advantage of **Real Estate's** online records request feature. The service saw 12% more users in 2017.

Real Estate Online Record Request Users



Veteran's Services held 32 outreach events, including senior fairs, hiring events, and roundtable discussions. The office distributed 216,000 flags and 3,256 veteran grave markers to funeral homes and civic groups, and disbursed over \$235,000 in payments for veterans and survivor benefits.

The **Purchasing Division** partnered with the Allegheny County Housing Authority, Allegheny County Sanitary Authority, Port Authority, Airport Authority, Sports & Exhibition Authority, Community College of Allegheny County and the City of Pittsburgh to develop a purchasing consortium. In 2017 this resulted in 38% savings for an elevator maintenance contract. More opportunities for joint contracts have been assessed and will be awarded in 2018.



Budget and Finance

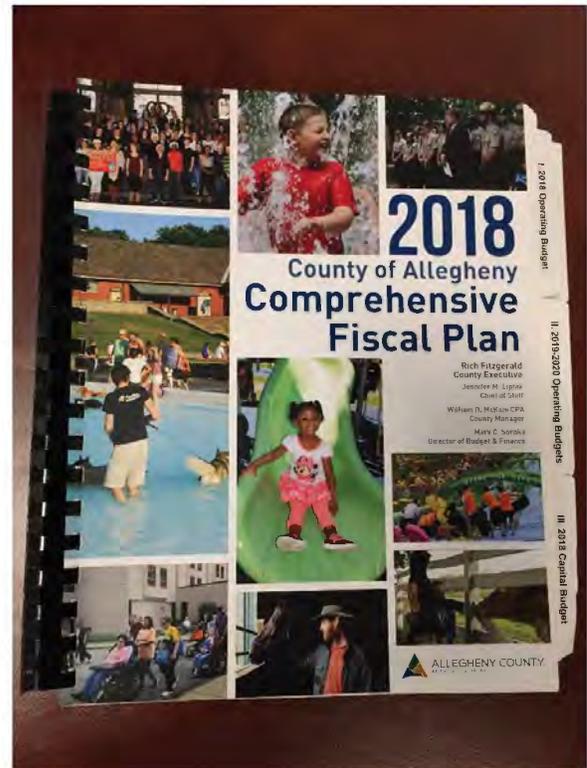
The Department of Budget and Finance prepares, analyzes and administers the County's Annual Comprehensive Fiscal Plan, including the operating, grant and capital budgets and manages the issuance of all County debt within legal policy and procedural limitations, to meet the needs of the County and its residents.

\$905.7M

2018 Annual Operating Budget

+2.8%

Increase over 2017 budget with no tax increase



The Budget Department led trainings on a variety of enterprise-wide applications. The training initiative began in 2016 and will continue in 2018.

404

Attendees at Department-led trainings in 2017

CountyStat

CountyStat provides analyses and analytic tools that enable the County Manager and executive departments to use data to make decisions that will improve operations, provide better services, lower costs, and/or increase revenues.

136

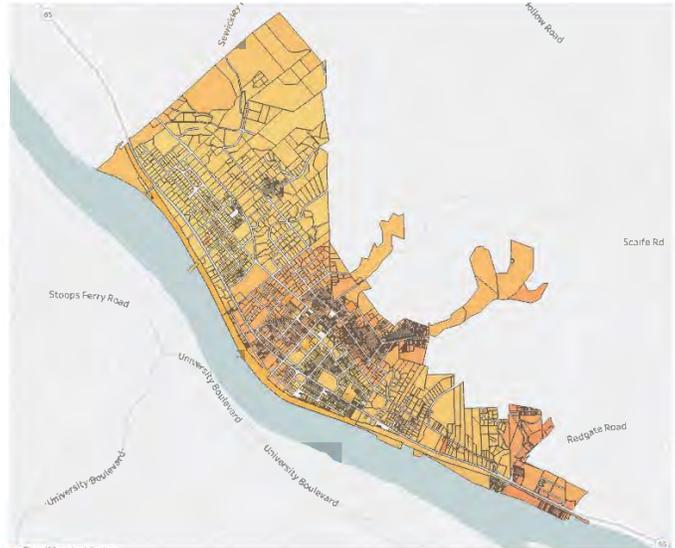
County datasets are now published on the Western PA Regional Data Center, including 52 new datasets in 2017.

40

Leadership staff trained in problem solving and identifying process improvement opportunities.

19

All County executive departments participating in CountyStat.



Used predictive analytics to rank residential properties for fire fatality risk and provided model to local Red Cross and fire chiefs to target smoke alarm installations. Also developed a predictive model for lead based paint poisoning prevention, which is being used to target residential lead based paint remediation.

Supported 10+ initiatives, including medical examiner forensic biology backlog reduction, online alcohol permits for park reservations, asbestos permit tracking, and the new Boyce Park snow cam.

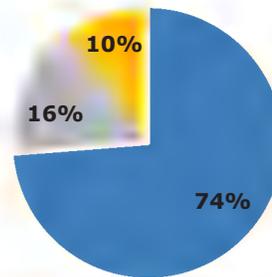
Court Records

Court Records handles all documents filed by every party in cases filed in the Court of Common Pleas of Allegheny County. The Department has 132 employees and an \$8.1M annual operating budget.

699,087

Total Case Filings
for New and
Existing Cases

**2017 Total Filings
(New and Existing Cases)**



■ Civil/Family Court ■ Criminal Court ■ Wills Orphans' Court

6,699

Marriage Licenses
Issued

In Spring 2017, the Wills/Orphans' Court Division – Marriage License and Passport Section began offering hours of operation on Saturdays to enhance customer service.

4,180

Passports Issued

In October 2017, the Wills/Orphans' and Civil/Family Divisions began accepting credit cards as another form of payment for both e-filing and walk-in filings.

The Department completed upgrades to e-filing systems that streamline business processes and increase confidentiality, security, and overall performance.

Economic Development

Allegheny County Economic Development is the lead economic and residential development agency for Allegheny County. Their principal mission is to coordinate success by forming far-reaching public-private partnerships that spearhead growth and to sustain the County's welcoming environment.

633

Businesses supported with technical assistance and business development services

12

Water and sewer projects in Allegheny County benefitting 20,729 people

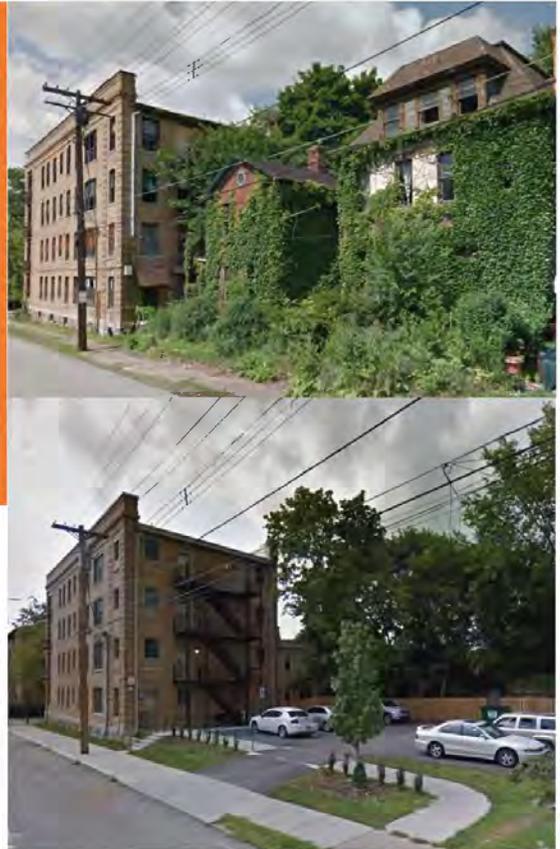
252

New jobs created at street-level businesses through the Allegheny Together program

The Allegheny Together program, along with business development services, helped open 45 new small businesses throughout Allegheny County- notably in Sharpsburg and Carnegie (shown below)



The Vacant Property Recovery Program (VPRP) acquires and conveys abandoned and blighted properties to applicants who demonstrate a viable re-use plan. The program conveyed a total of **141 properties** in 2017- up 68% from 2016. The property to the right is an example redevelopment in Wilkinsburg.



The department helps administer grants for basic needs including food, housing counseling, and utility assistance. **21,211 people** were assisted by this funding in 2017. In addition, **2,120 people** were assisted through funding for emergency shelters.

The Learn and Earn Summer Youth Employment Program, a partnership of Allegheny County and the City of Pittsburgh, served nearly **2,000 young people** in 2017.

- **7** Employees in Municipal Division
- **7** Employees in Executive Division
- **3** Employees in Authorities Division
- **14** Employees in Housing & Human Services
- **7** Employees in Business Development
- **7** Employees in Planning
- **19** Employees in Operations Division
- **3** Employees in Development
- **4** Employees in Special Projects & Finance
- **2** Employees in Community Outreach

Human Resources

Human Resources provides centralized consultation and support to Allegheny County's varied operating departments in the areas of:

- Job analysis and job description development
- Recruitment and staffing management
- Benefits and wellness program administration
- Workers compensation and leave management
- Organizational and performance development
- Labor and employee relations
- Diversity and inclusion
- Compensation
- Payroll
- Training
- Legal compliance
- Records management
- American Disabilities Act

The department has 22 employees and a \$2M annual operating budget.



The Department receives, researches, and addresses employee concerns and works to ensure that individuals with disabilities are not excluded from participating in, or denied the benefit of the programs, services, and activities provided by Allegheny County because of their disability.

16,817

Job Applications
Processed

Virtually **100%** of applications
were submitted online

1,818

Exams Administered for:

- Police Officer - 965
- Deputy Sheriff - 374
- Correctional Officer - 246
- Telecommunications Officer - 233

Oriented **928** new Allegheny County employees in 2017. At orientation, new employees are introduced to county employment policies and educated on employee benefits.



In 2017, the Department expanded health coverage options to two carriers which has allowed greater choice by employees in the management of their healthcare.

Provided trainings on topics including:

- Anti-Discrimination
- Harassment
- Retaliation and Bullying
- American Disabilities Act
- HR Academy sessions

Minority, Women and Disadvantaged Business Enterprise

The mission of the M/W/DBE Department is to support the minority, women, and disadvantaged business communities in the region. It does that through technical assistance, certification, and contract monitoring.

549

Minority, Women and Disadvantaged businesses certified and re-certified

72

County contracts reviewed for participation

311

Outreach activities to the local business community



The department's annual Open House in September 2017 attracted over **140 people**. Attendees learned about electronic purchasing, multimodal planning, and the airport expansion project.

Public Defender

The Office of the Public Defender provides legal counsel to any indigent person in Allegheny County who is unable to afford legal counsel in any proceeding where representation is constitutionally required. The department has 127 employees and a \$9.7M annual operating budget.

40,474

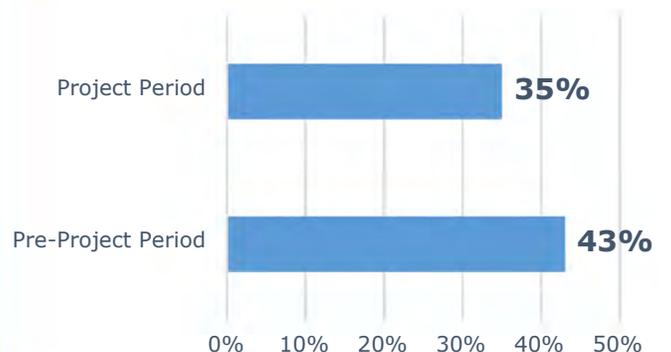
Total Clients
Represented by **84**
Attorneys



Adult Criminal Cases	28,376
Juvenile Cases	881
Mental Health Commitment Hearings	5,869
Bail Hearings	2,514
Bond Modifications	1,108
Preliminary Arraignments	1,614
Appeals	112

Beginning in April 2017, the department began posting attorneys at Pittsburgh Municipal Court weekdays from 8:30am – 4:30pm to represent clients in their preliminary arraignment hearings. Jail bookings at the time of arraignment have decreased 18% since the project began.

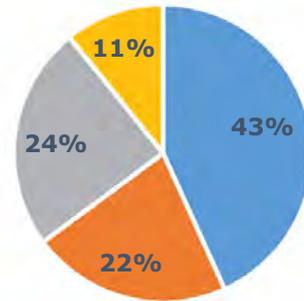
Jail Bookings at Time of Arraignment



In 2017, the Intake Division updated and streamlined the intake process and is completing intake interviews for 100% of all identified inmates with preliminary hearings scheduled.

37
Jury Trials

Jury Trial Verdicts

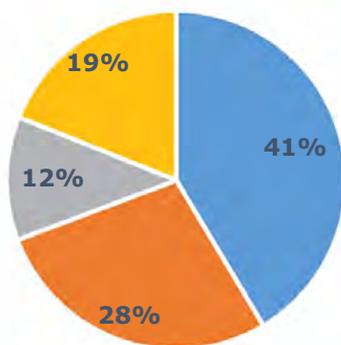


■ Not Guilty ■ Guilty ■ Partial Acquittal ■ Mistrial

15,920
Cases Closed

Efficient closing of cases results in shorter time spent incarcerated and fewer court appearances for the client and witnesses.

Case Closing Time



■ Less than 60 Days ■ 60-180 Days
■ 181-260 Days ■ >261 Days

